

(PRIOR ART)

FIGURE 1

007E07-16E04560

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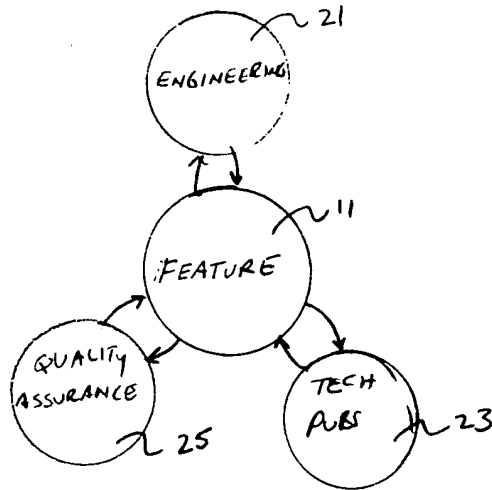


FIGURE 2

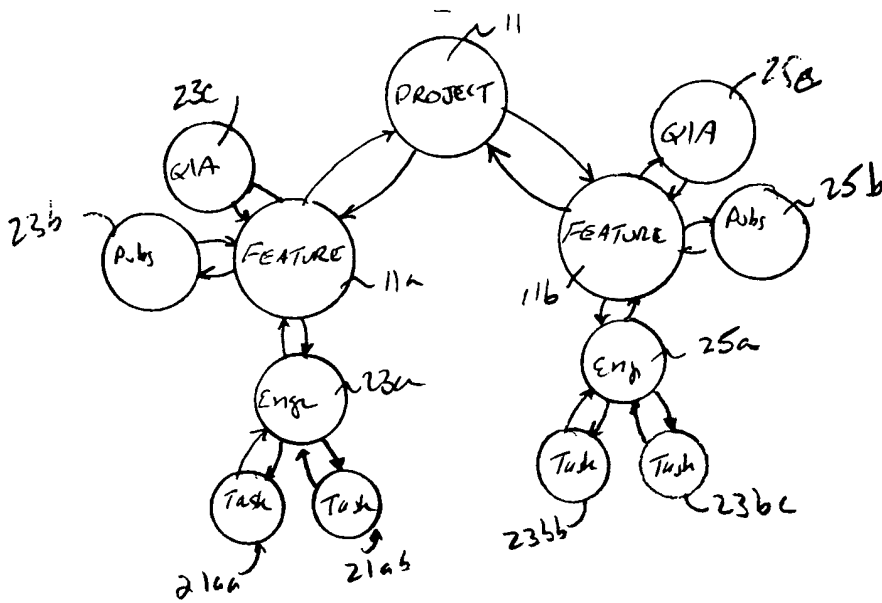


FIGURE 3



Siebel Sales Enterprise - Features

Activities Calendar Quotes Journals Compensation Products Literature Time Sheets Expense Reports Training Small Images DMR Partners Features

Features

Feature	Parent	Source	Account	Revenue	Priority	Status
1-IVTS Siebel eService enhancements	Implementing	P0 - Release Defining	PM-Internet Applications...			THC
1-1W2M Call me now	Implementing	P1 - Critical	PM-Internet Applications...	CTI		THC
1-1W2V Quote enhancements	Implementing	P1 - Critical	PM-SSE...			MO
1-1W2K Discount rule	Implementing	P1 - Critical	PM-SSE...	Quotes		MO
1-1W3I Miscellaneous core enhancements	Implementing	P0 - Release Defining	PM-Core...			ASU
1-1W3D Data-driven dynamic properties	Implementing	P0 - Release Defining	PM-Core...	Core		ASU

Feature # 1-1W2M

Assoc. Parties THICKS

PM Group PM-Internet Applications

Area CTI

Sub Area

Call me now

Description Provides ability for an online customer to request callback from a customer support representative.

Release Siebel 2000 Release

Parent Siebel eService enh

Source Market Input

Account 67

Revenue 69

Related Release Items

MRD Call Me Now

Eng Task CTI enhancements

QA Test Plan CTI - Server Genesys

Tech Doc CTI Guide

Priority P1 - Critical

Status Implementing

Comments

Attachments

FIGURE 5

Microsoft Dynamics CRM - MRD

Activities Calendar MRD Quotes Time Entry Compensation Products Literature Time Sheets Expense Reports Training SmartScope DAB Partners Features

Feature  
MRD  
Activities  
Attachments  
Equipment List  
QA Test Plan  
QA Test  
Tech Doc

MRD

MRD #	Title	Status	Release	Ref. Feature	Assoc. Parties	PM Group	File	Description
1-TWB1	Call Me Now	Final	Subal 2000 Release	Call me now	THICKS	PM-SSV	Call Me Now	

Comment Summary

Comments

Attachments

**FIGURE 6**

001610-10000000

Sabre Sales Enterprise - Engineer Task

Activities Calendar Quotes Forecast Compensation Products Literature Time Sheets Expense Reports Training SmartScripts OAD Partners Features

Feature  
MRD  
Engineer Task  
Engineer Task  
Activities  
Attachments  
Subtasks  
QA Test Plan  
QA Test  
Tech Doc

Engineer Tasks

Task	Description	Status	Assignee
1-TW2P	CTI enhancements to support Call Me Now	In Progress	JASBAY...
1-TW2B	Expand object properties	In Progress	KSTROBEL...
1-TW83	"Call Me Now" button	Unit Test	JYU...
1-TW88	Maximum discount column	Not Started	JAKUBIK...
1-TW89	Add "Max Discount" control to Admin	Completed	KBROODERS...
1-TW9A	Set restrictions for quote control	In Progress	JYU...
1-TW9S	Task 1		

Task Description

Task # 1-TW83

Release Sabre 2000 Release

Power

Priority

Title "Call Me Now" button

Description Add "Call Me Now" button to eService Service Request template

Assoc. Profiles JYU

Eng Group ENGR-SSE

Rel Feature Call me now

EBox Low

Risk Low

Task Status

Status Unit Test

Design Rev 11/4/99

Code Rev 11/16/99

Comment Summary

Comments

Attachments

51 83 8 81 97 101 103 99 79

FIGURE 7

105

107

**FIGURE 8**

The screenshot shows the Siebel QA Test Plan form with the following data and annotations:

Test ID	Test Name	Test Type	Test Case	Test Case	Test Case	Test Case
1-TWY	11/3/99	Final	SPASS...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2003)	Oracle Windows NT 4.0
1-TWY	11/17/99	Stable	TITRAN...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2004)	Oracle Windows NT 4.0
1-TWZ	12/22/99	Stable	SPASS...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2004)	Oracle Solaris UNIX

Handwritten annotations on the form:

- 137: Points to the Test ID field (1-TWY).
- 141: Points to the Test Name field (11/3/99).
- 139: Points to the Test Case field (CTI - Server (Garage) 5.1).
- 143: Points to the Test Case field (Siebel 2000 v6.0 (2003)).
- 105: Points to the Test Case field (Oracle Windows NT 4.0).

Test Description:

- Test ID: 1-TWY
- Date: 11/17/99
- Test Plan: CTI - Server (Garage)
- Test Case: TITRAN
- Release: Siebel 2000 Release
- Build: Siebel 2000 v6.0 (2003)

Test Environment:

- Web Srv. OS: Windows NT 4.0
- Client OS: Windows NT
- Server OS: Windows NT 4.0
- Database: Oracle
- Client Type: Dedicated

Test Execution Status:

- Type: Quick
- Status: Stable
- Cover: 90
- Pass: 90

Comments:

- Comment Summary: [Empty]
- Comments: [Empty]
- Attachments: [Empty]

The screenshot shows a test management application window. On the left is a dark sidebar with 'Test Details' and 'Test Defects' sections. The main area contains a 'Test Description' section with fields for Test ID (1-1w77), Date (11/17/99), Test Plan (CTI - Server (Garnold)), Tester (TITRAN), Release (Siebel 2000 Release), Build (Siebel 2000 v6.0 (280)), Test Execution Status (Type: Quick, Status: Stable), Cover % (90), and Pass % (90). Below this is a 'Test Environment' section with fields for Web Srv. OS (Windows NT 4.0), Client OS (Windows NT), Server OS (Windows NT 4.0), Database (Oracle), and Client Type (Dedicated). A 'Comment Summary' box is on the right. At the bottom is a status bar with various icons and a 'Test Run' button. Handwritten annotations include: '137' pointing to the Test ID field; '141' pointing to the Date field; '139' pointing to the Tester field; '143' pointing to the Release field; '145' pointing to the Build field; '136' pointing to the Test Execution Status section; '159' pointing to the Cover % field; '133' pointing to the Web Srv. OS field; '151' pointing to the Client OS field; '147' pointing to the Server OS field; '144' pointing to the Database field; '155' pointing to the Client Type field; '153' pointing to the Test Environment section; '157' pointing to the Comment Summary box; and '154' pointing to the Test Run button.



OFFICIAL RELEASE

Subnet Gateway Enterprise - Tech Documents

Activities | Subnet | Tools | Configuration | Product | Literature | Time Sheets | Expense Reports | Training | Schematic Diagrams | DAD | Partners | Equipment

Feature

MDI

Engineer Task

QA Test Plan

QA Test

Tech Doc

Tech Documents

Activities

All documents

Doc ID	Title	Status	Page
1-TWGR	CTI Guide	First Draft	100
1-TWBJ	Subnet Applications Guide	First Draft	100
1-TWIS	Subnet Tools Reference Guide	First Draft	200

Document Details

Doc ID: 1-TWGR

Release: Subnet 2000 Release

Version: 5.1

Title: CTI Guide

Description: Guide to CTI functionality, including the installation and configuration of supported CTI add-ons.

Document Development

Status: First Draft

Target Date: 12/15/99

Comments

Attachments

169

167

57

FIGURE 10

## PROJECT

PROJECT ID#	OWNER ID	PRODUCT NAME	PRODUCT DESCRIPTION	PROJECT DESCRIPTION
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## FEATURE

PROJECT ID#	FEATURE ID#	TITLE	TEAM LEADER	PARENT FEATURE	MARKETING GROUP	PRODUCT AREA
FEATURE SOURCE	ACCOUNT	REVENUE ESTIMATE	PRIORITY	STATUS	LINKS TO OTHER FEATURE	LINKS TO OTHER FEATURES

## ENGINEERING

PROJECT ID#	FEATURE ID#	ENGINEERING REL#	TITLE	DESCRIPTION	PROJECT TEAM
ENGINEERING GROUP	PARENT	PRIORITY	LEVEL OF EFFORT	RISK	LINK TO RELATED FEATURES
STATUS	DESIGN REVIEW	CODE REVIEW	COMPLETION %	TARGET COMPLETION DATE	

## QUALITY ASSURANCE

PROJECT ID#	FEATURE ID#	QA RELEASE #	TITLE	DESCRIPTION	PROJECT TEAM	QUALITY ASSURANCE GROUP
RELATED FEATURES	STATUS	COMPLETION %	TARGET COMPLETION DATE	PASSES	LAST BUILD	

## QUALITY ASSURANCE (INDIVIDUAL TEST)

PROJECT ID#	FEATURE ID#	QA RELEASE #	TEST #	DATE	TESTER	TEST PLAN	CLIENT OS
SERVER OS	WEB SERVER	DATABASE	CLIENT TYPE	TEST TYPE	STATUS	COVER %	PASS %

## TECHNICAL PUBLICATIONS

PROJECT ID#	FEATURE ID#	PUB REL #	TITLE	DESCRIPTION	DOCUMENT VERSION #	ESTIMATED PAGES
NEW %	PROJECT TEAM	RELATED FEATURES	STATUS	COMPLETION %	TARGET DATE	

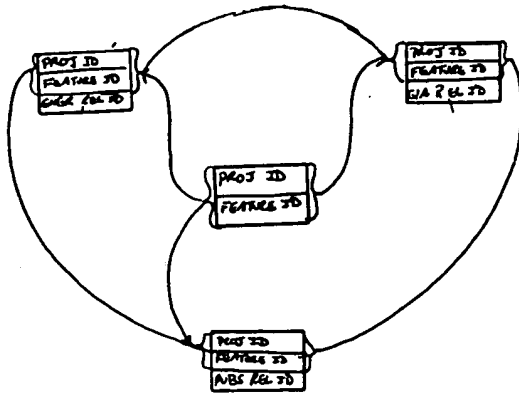
## ENTERPRISE SPECIFIC

PROJECT ID#	FEATURE ID#	MATTER ID#	NON-INFRINGEMENT	NEW APPLICATION	LETTER TO CLIENT
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FIGURE 11

001120: T6607560

**Schwarz**

**FIGURE 12**

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